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U.S. Patent and Trademark Office to Examiner H.A. Agdeppa at 571-  
273-8300, on the date shown below.

Dated: 8-19-2005

Signature



(Christian R. Andersen)

Docket No. 00-4064  
(PATENT)

## IN THE UNITED STATES PATENT AND TRADEMARK OFFICE

In re Patent Application of:  
Joshua Bers et al.

Application No.: 09/845,486

Art Unit: 2642

Filed: April 30, 2001

Examiner: H. A. Agdeppa

For: SYSTEMS AND METHODS FOR PROVIDING  
AUDIO INFORMATION TO SERVICE  
AGENTS

RESPONSE TO NON-FINAL OFFICE ACTION

MS Amendment  
Commissioner for Patents  
P.O. Box 1450  
Alexandria, VA 22313-1450

Dear Sir:

## INTRODUCTORY COMMENTS

In response to the Office Action dated May 19, 2005 ("Office Action") concerning the  
above-identified U.S. patent application, please consider the following arguments.

The presently pending claims are reflected in the listing of claims which begins on  
page 2 of this paper.

Remarks/Arguments begin on page 9 of this paper.

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